

Professional and Managerial Branch
Miscellaneous Professional Group
Communication Series

ASSISTANT DEPUTY DIRECTOR FOR COMMUNICATIONS

05/00 (JAS)

Summary

Under direction, manage day to day operation and maintenance of the City's communications systems; perform delegated administrative functions; serve as primary stand-in for department head.

Typical Duties

Coordinate radio, telephone, dispatch, Mobile Computer Terminal's (MCT's), paging, closed circuit televisions, microwave, back-up auxiliary power, and allied equipment and structures installation, usage, programming, servicing and repair. Involves: integrating trunked radio and MCT's computer systems among City public safety departments and other agencies as required, to enhance service to the public; programming radio features through system interfacing and access control functions; monitoring system and diagnosing problems, using personal computer and modem; responding to alarms at radio and microwave sites and assessing situation, performing minor repairs or contracting appropriate service; serving as radio system software, database and backups custodian; monitoring telephone circuits and trucks; adding and removing telephones from City systems as necessary and programming features; providing technical assistance to City departments by guiding system users in resolving problems encountered and instructing user supervisors in sequencing and timing operations; diagnosing system malfunctions and correcting or referring authorized service personnel to resolve user complaints.

Participate in long and short range planning, developing, implementing and evaluating the installation and performance of communication systems for City Departments. Involves: ascertaining user department service needs; researching options and technical advancements to recommend equipment for existing and proposed facilities, or other solutions such as cellular and public pay phones or long distance service; preparing assigned equipment and material technical specifications and Requests For Information evaluating bids obtained by Purchasing and acceptance recommendations by requesting department regarding proposed scopes or work and contractor qualifications; testing new equipment to verify it meets published specifications; coordinating implementation with industry representatives; configuring system options for optimal utilization; establishing emergency back up procedures; furnishing details of system operations and maintenance costs to user departments for their budget preparation and control purposes.

Assist with department administration, and perform general department management functions when director is unavailable as authorized and qualified to sustain overall continuity and coordination of ongoing operations and maintenance. Involves: recommending, implementing and enforcing approved departmental operating policies, methods and standards; participating in annual department budget preparation by conducting specified cost-benefits, statistical or other operational analyses and preparing related reports in support of funding and staffing requests for program and capital improvements as well as continuing activities; directing or personally monitoring personal services, materials, repair and other expenditures and maintenance of pertinent internal personnel and purchasing documents as well as Citywide long distance call accounting and usage records to ensure adherence to appropriation limits as prescribed by City fiscal policies and procedures, and justifying the necessity for deviations, and coordinating other administrative support services; administering execution of contracts for services in accordance with established City procurement policies and procedures; requisitioning and verifying receipt of radios, telephone, pagers, MCT's and related communications equipment, tools, instruments and supplies to maintain inventory at adequate levels for operations, overseeing storage and dispensing of stock to ensure safety and security, and informing supervisor of status and variations; signing and issuing standard departmental directives and administrative documents as authorized.

Supervise non-supervisory general services personnel as assigned. Involves: scheduling, assigning, instructing, guiding, checking and evaluating work, appraising performance; arranging for or engaging in employee training and development; enforcing personnel rules and regulations, standards of work conduct and attendance, and safe working practices; counseling, motivating and maintaining harmonious working among subordinates, settling grievances at first stage; recommending hiring, terminating, counseling, disciplining, and changing employee status.

Perform miscellaneous related professional and managerial functions when required. Includes: substituting for subordinates by carrying out duties as qualified sufficient to sustain continuity of ordinary operations; providing technical support to other City personnel and departments as instructed; participating in designated ad hoc committee, board and Council meetings; conducting special studies, and preparing and presenting requested and recurring reports and recommendations containing technical data and costs; engaging in activities to maintain awareness of technological advancements and regulatory changes.

Minimum Qualifications

Training and Experience: Graduation from an accredited college or university with a Bachelor's Degree in Business or Public Administration, Electrical Engineering, Electronics or related field, plus four (4) years increasingly responsible professional experience in two-way radio communications and telephone systems administration; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Considerable knowledge of: operation, capabilities, and maintenance of trunked radio and telephone systems, associated peripheral equipment and software and related computer programming for municipal use; project planning and coordination; federal, state and local radio and other communication systems installation and operation rules, regulations and procedures. Good knowledge of: system design, analysis and research as it applies to radio, telecommunication and other related systems; modern management and personnel administration principles and practices. Some knowledge of: engineering theories and terminology. Ability to: analyze problems and devise and implement effective solutions; plan, organize, schedule and direct complex projects and assess results of construction, installation, operation and maintenance of a Citywide integrated communications system to meet day to day quantity, quality and timeliness goals and objectives for service delivery; interpret an extensive array of technical instructions dealing with numerous concrete and abstract considerations; collaborate with other departments to determine significance of need for and prioritize service, including detection and correction of outages or other defects; clearly and concisely communicate facts and recommendations both orally and in writing; firmly and impartially exercise delegated supervisory authority and enforce established departmental and technically intricate communications systems operations and maintenance rules and regulations; establish and maintain effective working relationships with fellow employees, system users, vendors, contractors, consultants, public officials, other departments, jurisdictions and agencies. Skill in the safe operation and care of: voice, and data communication systems and related equipment; personal computers and generic business productivity applications or specialized telecommunications software comparable to that installed; 4-wheel drive vehicle.

Physical Requirements: Occasionally drive over rough terrain and through city traffic, move heavy objects (up to 50 lbs.) and exposed to inclement or adverse conditions.

License and Certificates: Texas Class "C" Drivers License or equivalent from another state.

Special Requirements: Be available for work beyond standard workday or workweek hours as necessary; subject to on-call 24 hours per day, seven (7) days per week.

Director of Personnel

Department Head